Services Guide

When you need computer or telephone-related support or services, use the guidelines below to route your request.

Service Catalog (OrderNow!)

Agencies' authorized users access the Service Catalog via the GETS Web Portal, https://www.ibm.com/services/connection. Consult your Agency Lead.

Areas addressed:

Order new equipment and services

- computers
- monitors
- printers
- telephones
- audio conferencing
- remote VPN
- LAN port
- WAN

- special projects / services – Request For Solution (RFS)

Change existing equipment and services

- install and/or move
  — computer hardware and peripherals
  — local printer
  — network printer (and access to)
  — telephone
  — computer software
- single employee move
- office move for 2-9 employees*
- computer settings / configurations
- computer component upgrades
- access to applications; accounts

  *Within same building/campus and not requiring new phone jack service or server move

Consolidated Service Desk

Call **1-877-GTA-3233** for help with issues, problems, break/fix.

Areas addressed:

Computers

- password resets
- log-in help / ID management
- connectivity to State applications and Web sites
- defective/broken equipment
- irregular system software operation

Telecom

- service outage
- degraded service
- general telephone support
- LAN connectivity
- WAN connectivity

See the GTA Web site's transformation page (www.gta.georgia.gov/transformation) for more details.